

Strengthening North Carolina's Workforce Development System: One Step at a Time

Don McCorquodale, Chair
Commission on Workforce Development

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Session Law Requirements

Revise Memorandum of Understanding for JobLink Career Centers	Completed
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Establish criteria for JobLink Career Centers	Completed
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Review and Evaluate North Carolina's workforce development plans	Completed
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Develop and report on system-wide performance measures to assess the effectiveness of the entire system	Completed
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Evaluating the Workforce System

- Program Evaluation Division identified need for performance measures
- Role of the Commission on Workforce Development
- Phased implementation

Measuring the Performance of North Carolina's Workforce Development System

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Overview

- Background
- Development of performance measures
- Data limitations
- Initial system-wide performance measures
- Improvement plan

Overview

Session Law 2012-131 directed the **Commission on Workforce Development** to develop and continuously improve performance measures to assess the effectiveness of workforce training and employment.

The workforce development system is comprised of a variety of programs with a broad range of activities serving a diverse population.

Developing the Measures

- Established working group
- Determined which programs to include
- Identified performance measures
- Defined time frame
- Determined population groups

Workforce Development Programs

Agency	Workforce Program
Dept. of Commerce	Wagner-Peyser Workforce Investment Act
Dept. of Labor	Apprenticeship
Dept. of Health & Human Services	Food and Nutrition Services, Employment and Training Services for the Blind, Employment and Training Work First, Employment and Training Vocational Rehabilitation, Employment and Training
Dept. of Public Instruction	Career and Technical Education
N.C. Community College System	Basic Skills BioNetwork Customized Training Human Resource Development Small Business Center Network Workforce Continuing Education Postsecondary Career, Technical, and Vocational Education

What to Measure

Programs help individuals obtain and maintain adequate employment through training, education, and support.

Performance measures should report on:

- *Participation*
- *Skills obtained*
- *Employment*
- *Average Wages*

System-Wide Performance Measures

- How many individuals participated in the workforce development system?
- How many individuals continued to participate in the system?
- How many individuals were employed?
- What were the average wages of those employed?
- How many individuals continued their education in the public higher education system in N.C.?

Time Frame

**Cohort of Workforce
Development System
Participants
(1.6 million)**



Status 1 year later

Status 2 years later

Base Year:
Fiscal Year 2009-10

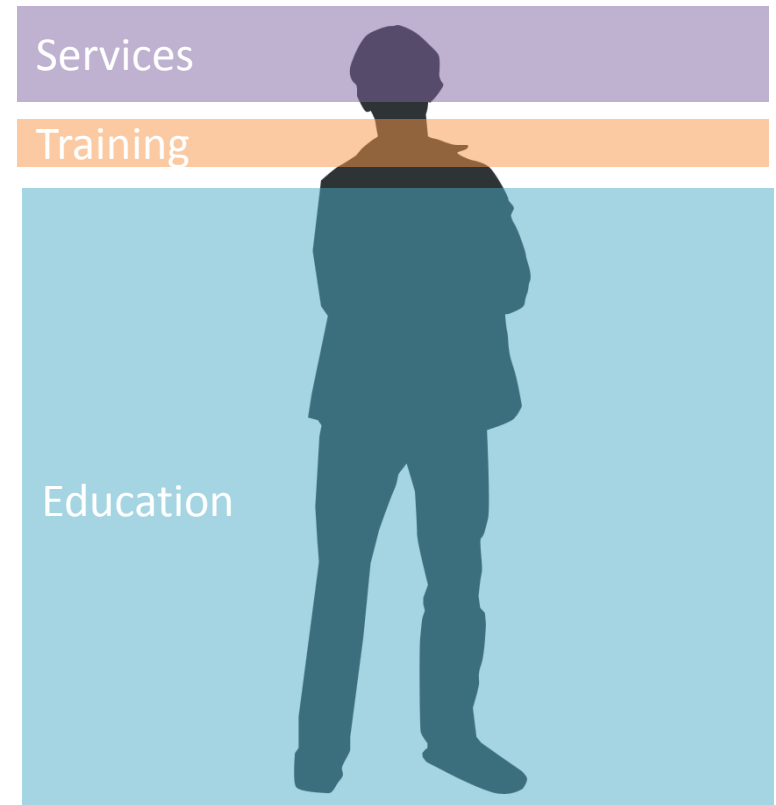
Fiscal Year 2010-11

Fiscal Year 2011-12

Additional Cohort Subsets



Adults



Youth

Data Limitations

- Common Follow-up System (CFS)
 - Missing programs
 - Missing unique identifiers
 - No private education and training programs
- Wage records
 - No out-of-state employers
 - No federal employers

Data Improvements

- Additional program data
- Access to employment and wage data from employers in other states and the federal government
- Improvements to CFS
 - System redesign
 - Data quality
 - Capacity to match data

Performance Measures

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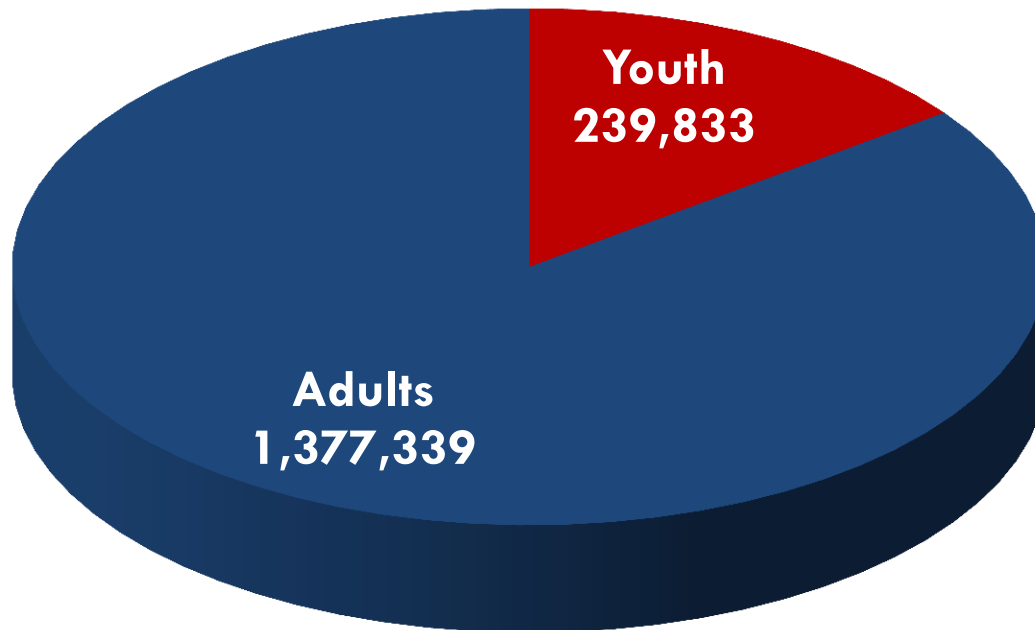
**How many individuals participated in
the workforce development system?**

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Base Year Participation

1.6 million participants in the cohort



Participants by Agency

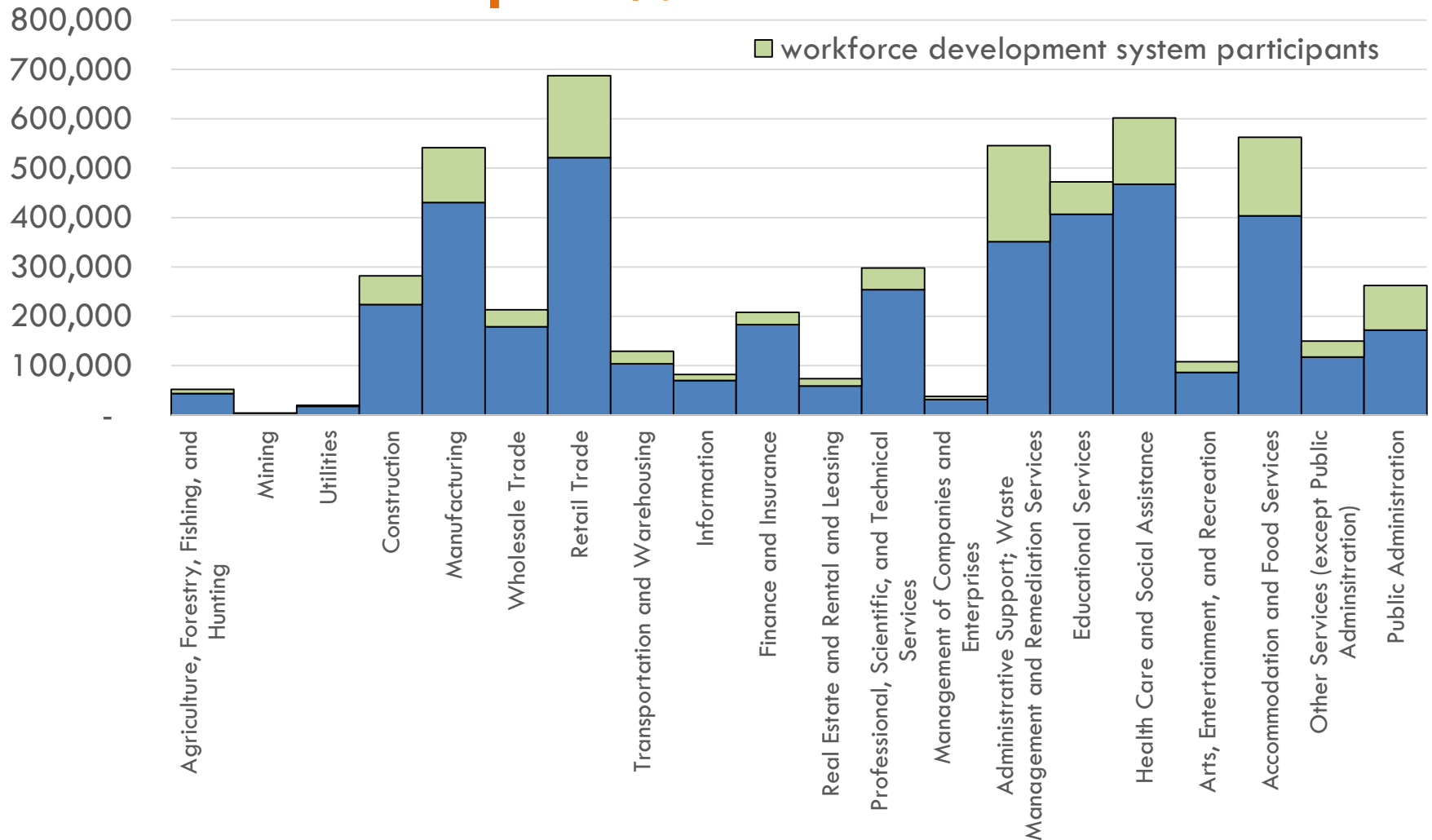
Agency	Number Served	Percentage of Cohort
Dept. of Commerce	804,082	50%
Community College System	610,034	38%
Dept. of Health and Human Services	289,287	18%
Dept. of Public Instruction	192,711	12%
Dept. of Labor	8,353	0.5%

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Workforce Development System Participants

Make up 20% of the Workforce

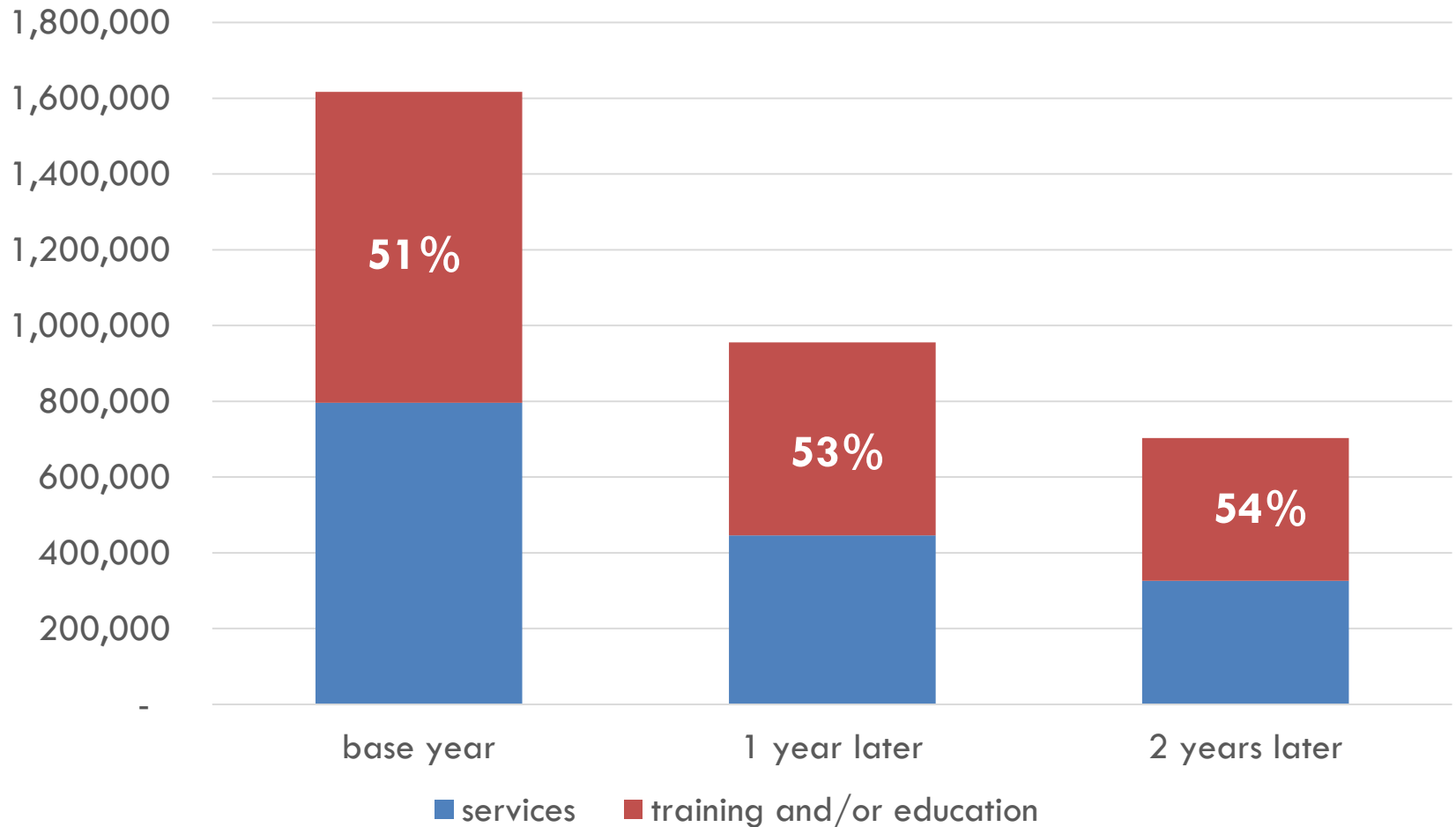


**How many individuals continued to
participate in the workforce
development system after the base
year?**

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Participants Continued to Participate and Improve their Skills

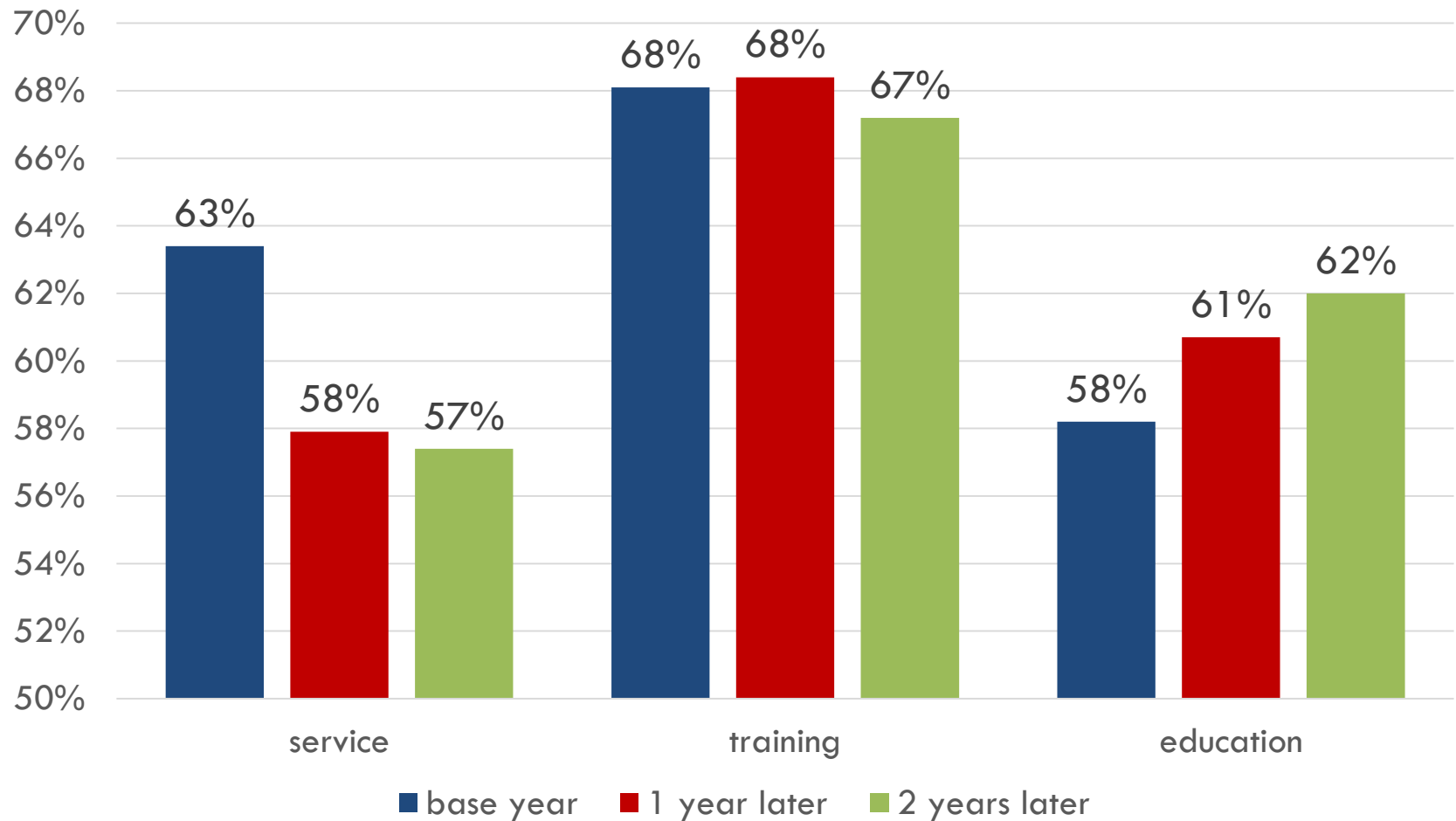


**How many individuals from the cohort
were employed?**

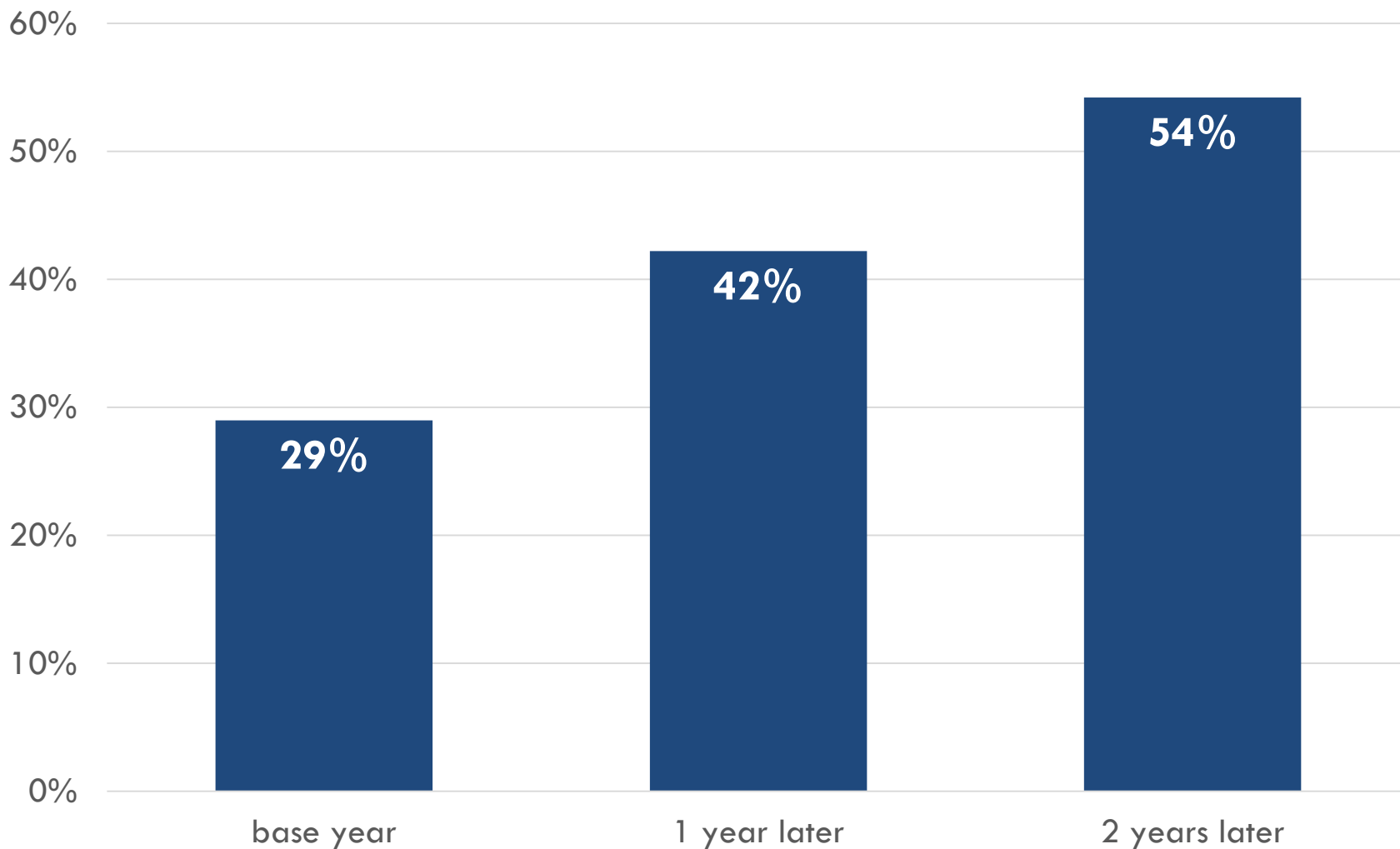
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Employment Rates of Adult Participants



Employment Rates of Youth Participants



**What were the average wages of
those employed?**

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Wages Increase

Average wages for
all wage earners
increased by 6%

\$16.4 billion
(base year)

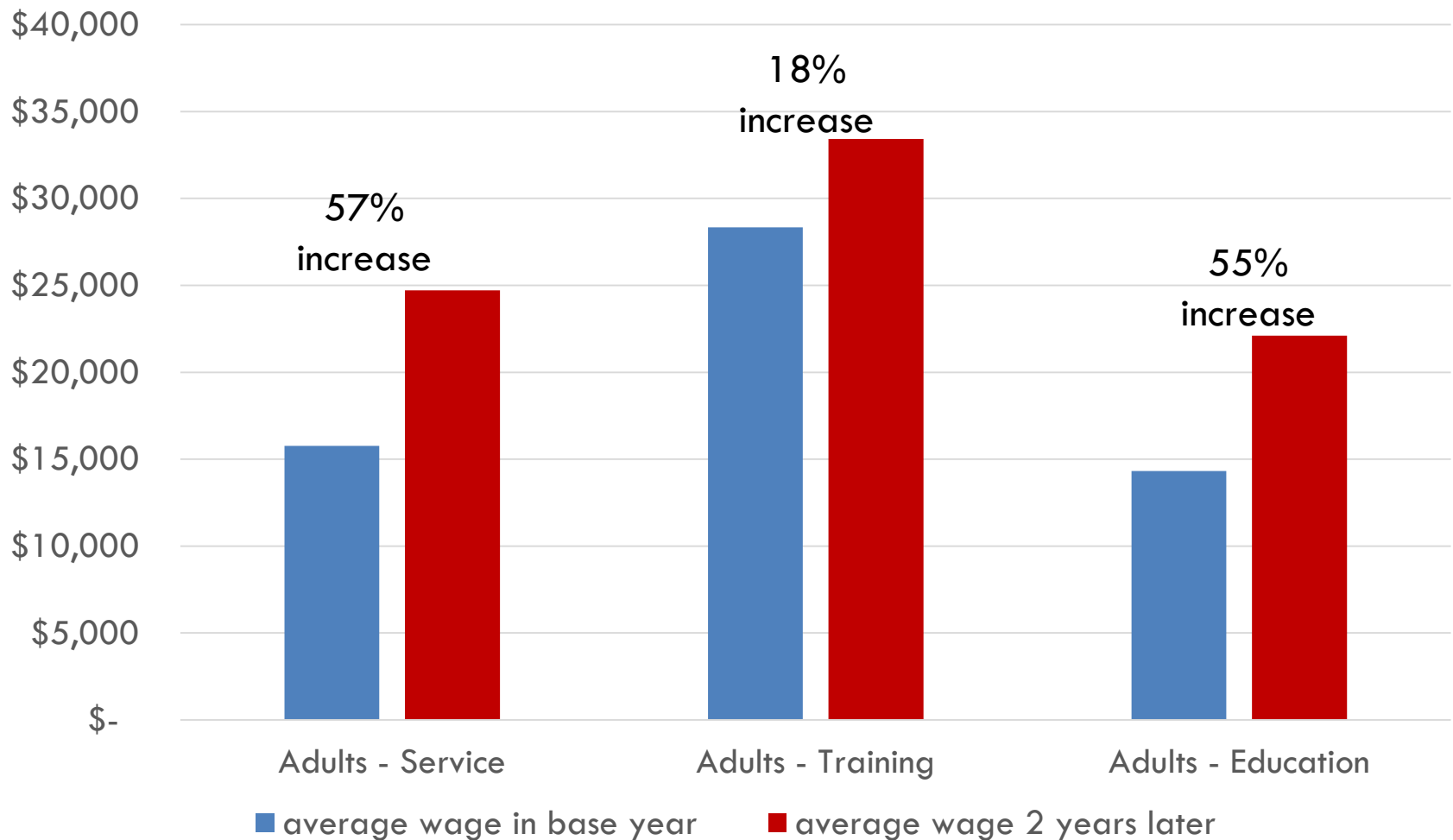
20% increase

\$19.7 billion
(2 years later)

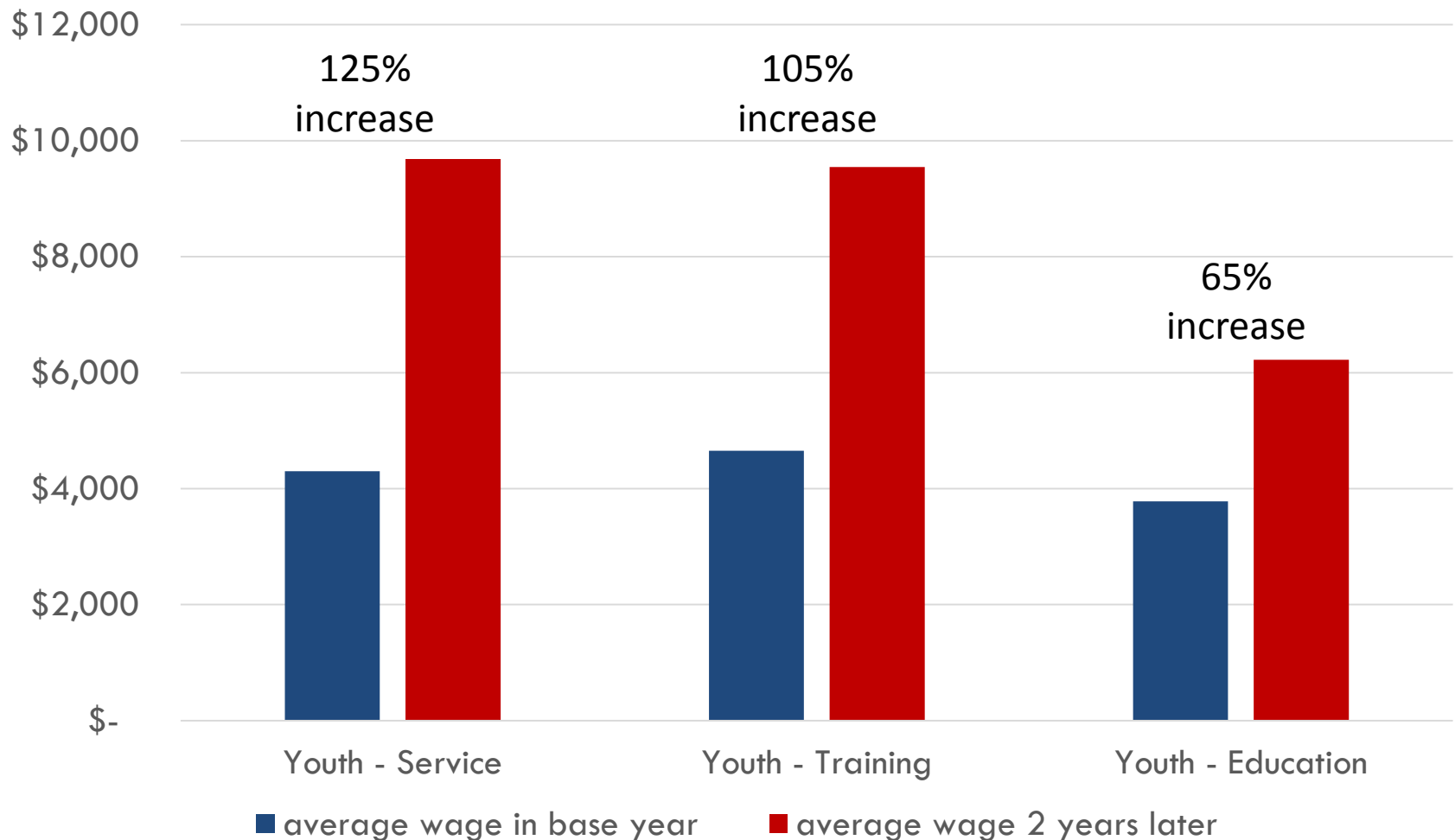
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Wages Increased for Adults



Wages Increased for Youth Participants

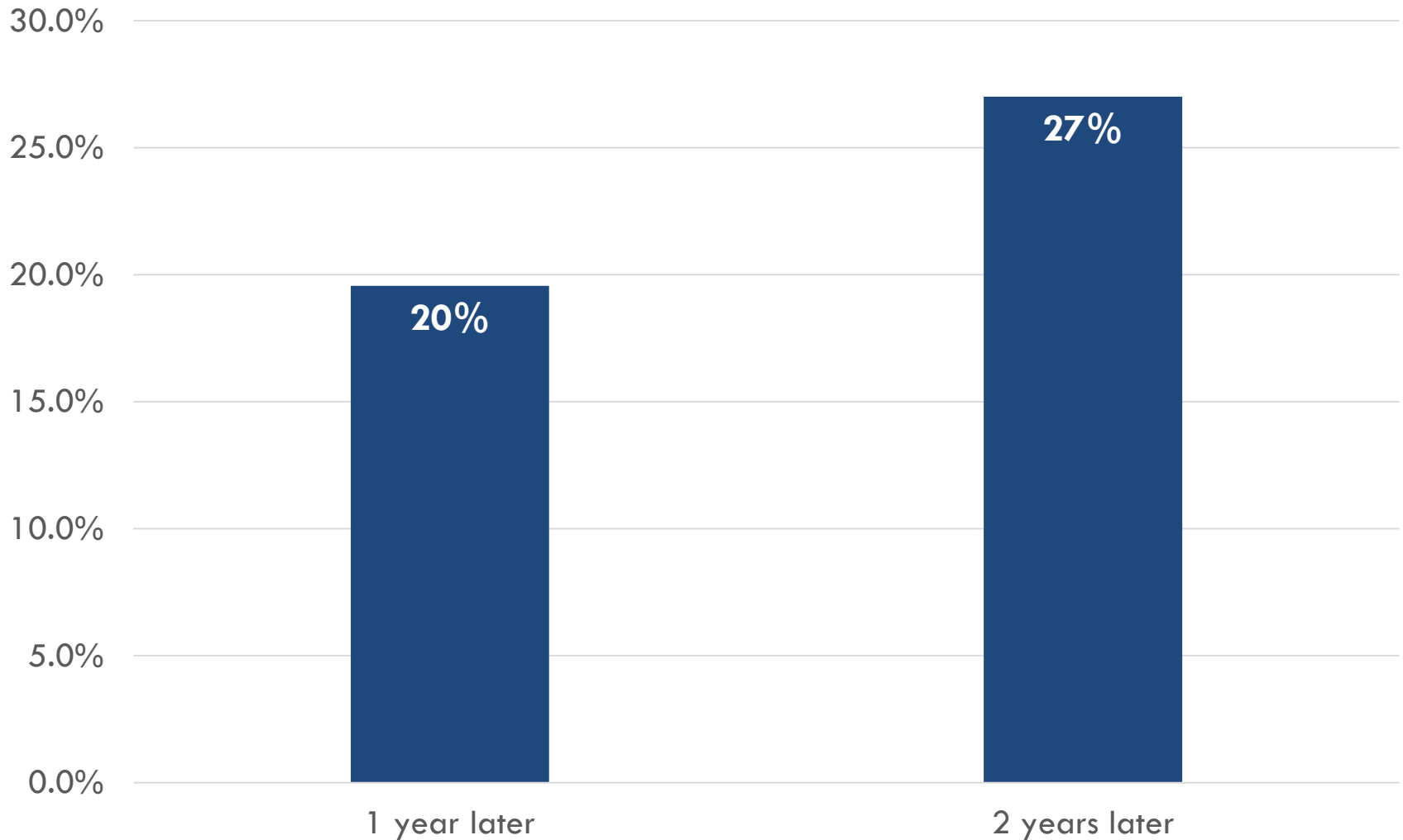


How many individuals from the cohort continued their education in the public higher education system?

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Youth Participants Enroll in Higher Education



Next Steps

- Develop program specific measures
- Identify expected performance levels
- Measure the level of employer participation
- Determine customer satisfaction

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